

Amendment to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. – 21. (canceled)

22. (currently amended) An answer system for technical support, for automatically preparing answer information in response to an inquiry relating to power plant operation from a user of a power plant, said answer system comprising:

~~means for registering inquiry information sent from a user via a telecommunication network;~~

~~means a firewall for preventing the registered inquiry information from being accessed by other users via the telecommunication network~~unauthorized access by others;

~~means for sending an answer to the inquiry information to the user via the telecommunication network~~a database having combined answer information registered therein for each of apparatuses or components comprising the power plant, said combined answer information being information obtained by making, in advance, a cause of an abnormality phenomena which has occurred in each said apparatus or component and a countermeasure to the cause to correspond to each other and combining the cause and the countermeasure; and

a retrieving system for retrieving information of countermeasures taken for an occurred abnormality, based on the inquiry information which is sent from the user

~~and includes apparatus at which the abnormality occurred or a portion of the apparatus at which the abnormality occurred and a phenomena of abnormality occurrence~~countermeasure information contained in said database, to the inquiry about the power plant abnormality sent from the user via a telecommunications network,

wherein

said retrieving means comprises:

a retrieving condition input function means having an input function of inputting the name of a power plant to be retrieved, a function of inputting the name of apparatus or component to be retrieved from components and apparatuses composing said inputted power plant, and a function of inputting a phenomena occurred in the apparatus or component to be retrieved; and

a retrieved result means outputting retrieved countermeasure information matched with the retrieving conditions inputted by said retrieving condition input function means, based on said database, and outputting, irrespective of difference in causes of the occurred abnormality phenomena when a plurality of countermeasure information matched with said retrieving conditions exists, the plurality of countermeasure information.

23. (currently amended) An answer system for technical support ~~comprising:~~
~~means for registering inquiry information sent from a user via a telecommunication network;~~
~~means for preventing the registered inquiry information from being accessed by other users via the telecommunication network;~~

~~means for sending an answer to the inquiry information to the user via the telecommunication network; and~~

~~a according to claim 22, wherein said retrieving system in whichhas means whereby, on the basis of an operation time of an apparatus at which an abnormality occurred or a portion of the apparatus at which an abnormality occurred and as to which the user inquired, the longer the operation time is, the higher a priority of countermeasure information for the abnormality caused thereby is made, in a case where there is a plurality of countermeasure information outputted as a retrieving result.~~

24. (currently amended) An answer system for technical support ~~comprising:~~

~~means for registering inquiry information sent from a user via a telecommunication network;~~

~~means for preventing the registered inquiry information from being accessed by other users via the telecommunication network;~~

~~means for sending an answer to the inquiry information to the user via the telecommunication network; and~~

~~a according to claim 22, wherein said retrieving system in whichhas means whereby, on the basis of past abnormality occurrence frequencies or times of an ~~abnormality occurred~~ apparatus at which an abnormality occurred or a portion of the apparatus at which an abnormality occurred and as to which the user inquired, the higher the abnormality occurrence frequencies are or the more the abnormality occurrence times are, the higher a priority of countermeasure information for the~~

abnormality caused thereby is made, in a case where there is a plurality of countermeasure information outputted as a retrieving result.

25. (currently amended) A technical support method of ~~furnishing technical information services via a telecommunication network, comprising:~~

~~receiving inquiry information sent from a user via the telecommunication network, via means for preventing the inquiry information from being accessed by other users via the telecommunication network;~~

~~registering the inquiry information received by the server in an inquiry information database;~~

~~retrieving information of countermeasures taken for an occurred abnormality, based on the inquiry information which is sent from the user and includes an apparatus at which the abnormality occurred or a portion of the apparatus at which the abnormality occurred and a phenomena of abnormality occurrence; and~~

~~sending the outputted countermeasure information to the user~~
for automatically preparing answer information to inquiry information in response to an inquiry relating to power plant operation from a user of a power plant by using an answer system comprising:

a firewall for preventing unauthorized access by others;

a database having combined answer information registered therein for each of apparatuses or components comprising the power plant, said combined answer information being information made by making, in advance, a cause of an abnormality phenomena occurred in each said apparatus or component and a

countermeasure to the cause to correspond to each other and combining the cause and the countermeasure; and

a retrieving system for retrieving countermeasure information contained in said database, to the inquiry about the power plant abnormality sent from the user via a telecommunication network,

said technical support method comprising the following steps conducted by said retrieving system:

a retrieving condition input step including an input step of inputting the name of a power plant to be retrieved, a step of inputting the name of apparatuses or component to be retrieved from components and apparatuses composing said inputted power plant, and a step of inputting a phenomena occurred in the apparatus or component to be retrieved; and

a retrieved result outputting step of retrieving countermeasure information matched with the retrieving conditions inputted in said retrieving condition input step, based on said database, and outputting, irrespective of difference in causes of the occurred abnormality phenomena when a plurality of countermeasure information matched with said retrieving conditions exists, the plurality of countermeasure information.

26. (currently amended) A technical support method ~~of furnishing technical information services via a telecommunication network, comprising:~~

~~receiving inquiry information sent from a user via a telecommunication network, via means for preventing the inquiry information from being accessed by other users via the telecommunication network;~~

~~registering the inquiry information received by the server in an inquiry information database;~~

~~retrieving information of countermeasures taken for an occurred abnormality, on the basis of an operating time of an apparatus at which an abnormality occurred or a portion of an apparatus at which an abnormality occurred and as to which the user inquired; and~~

~~sending the information of countermeasures to the registered user, with such priority that the longer the operation time is the higher is the priority of countermeasure information for the abnormality caused thereby~~according to claim 25, which further comprises the following step conducted by said retrieving system:

a step in which, on the basis of an operation time of an apparatus at which an abnormality occurred or a portion of the apparatus at which abnormality occurred and as to which the user inquired, the longer the operation time is, the higher the priority of countermeasure information for the abnormality caused thereby is made, in a case where there is a plurality of countermeasure information outputted as a retrieving result.

27. (currently amended) A technical support method ~~of furnishing technical information services via a telecommunication network, comprising the steps of:~~

~~receiving inquiry information sent from a user via a telecommunication network, via means for preventing the inquiry information from being accessed by other users via the telecommunication network;~~

~~registering the inquiry information received by the server in an inquiry information database;~~

~~retrieving information of countermeasures taken for occurred abnormality, on the basis of past abnormality occurrence frequencies of an apparatus at which an abnormality occurred or a portion of the apparatus at which an abnormality occurred and as to which the user inquired; and~~

~~sending the information of countermeasures to the user, with such priority that the higher the abnormality occurrence frequencies are or the more the more the abnormality occurrence times are, the higher is the priority of countermeasure information for the abnormality caused thereby~~according to claim 25, which further comprises the following step conducted by said retrieving system:

a step in which, on the basis of past abnormality occurrence frequencies or times of an apparatus at which an abnormality occurred or a portion of the apparatus at which an abnormality occurred and as to which the user inquired, the higher the abnormality occurrence frequencies are or the more the abnormality occurrence times are, the higher a priority of countermeasure information for the abnormality caused thereby is made, in a case where there is a plurality of countermeasure information outputted as a retrieving result.